

---

## Q&A: ACT Bulk Billing Clinic (PAC130) – EOI

---

### 1. Question

Has a timeline for set-up and establishment of the three clinics has been identified yet? i.e. when would CHN expect the three clinics to be up established / operational?

### Answer

The anticipated timeframe is that the clinics will be operational by 30 June 2026.

### 2. Question

The document outlines it needs to be located in an area of need identified by CHN : Where are these regions. Is CHN able to share this information?

### Answer

It is anticipated that three new general practices will be established in the region(s) identified through CHN's needs assessment, which is published on the CHN website.

Following the EOI process, a Request for Proposal will be released, which will contain further information and offer an opportunity to provide detailed responses.

### 3. Question

Can it be an existing practice that switches to bulk billing, or does it have to be a brand new one?

### Answer

CHN has received funding to establish three **new** fully bulk billing general practices in the ACT. Existing practices switching to bulk billing do not qualify.

### 4. Question

Is there a required number of Doctors to work at this Practice?

### Answer

The objective of this activity is to attract, relocate and upskill approximately 10 GPs per general practice

### 5. Question

Does the Practice have to operate 7 days a week? What if it can only open for 5 days or less?

### Answer

It is anticipated that the practice will reach a minimum of 5 days equivalent by 30 June 2026. There is no requirement for after-hours services.

### 6. Question

Would there be required opening hours each day (number of hours)?

### Answer

We anticipate an estimated 40 hours per day of operational hours in line with average normal operating hours of a General Practice.

## **7. Question**

Are there priority population groups (e.g., Aboriginal and Torres Strait Islander peoples, CALD communities, older persons, people with chronic disease) that the Department and CHN expect the practices to target?

## **Answer**

One of the intended outcomes of this activity is to ensure there is improved affordability and access for those at risk of poorer health outcomes. Please refer to CHN Needs Assessment for any further information.

## **8. Question**

Beyond bulk billing, are there particular service models or innovations (e.g., after-hours access, nurse-led care, integrated allied health services) that CHN or the Department is encouraging?

## **Answer**

As part of the commissioning process, providers will be required to demonstrate through a Request for Proposal (RFP) how they will utilise funding to support the establishment of the bulk billing clinics and attraction of GPs, and the RFP process will provide an opportunity for providers to submit their proposed model of care. We anticipate the release of RFP on mid- October

## **9. Question**

What level of funding will be provided per clinic, and will this include establishment/start-up costs (fit-out, equipment) as well as operational support?

## **Answer**

It is anticipated that there will be funding for initial capital expenditure fit-out costs as well as operational support. Funding may not be used for the purchase of land, retrospective costs or major capital expenditure/construction. Funding details will be provided in the RFP

## **10.Question**

Will the funding be provided as a lump sum, milestone-based payments, or ongoing operational support?

## **Answer**

It is anticipated that funding payments will be a combination of lump sum, milestone payments and ongoing operational support.

## **11.Question**

Are there any restrictions on how the funding can be allocated (e.g., workforce vs. infrastructure vs. digital health investment)?

## **Answer**

Allocation of funding will vary based on the proposed model of care.

## **12.Question**

What are the expectations regarding financial sustainability of the practices after June 2028?

## **Answer**

The intent of this funding is to support the establishment of a long-term viable bulk billing business model in combination with national initiatives, underpinned by a sustainable workforce.

## **13.Question**

Will there be ongoing support or incentives provided for GP recruitment and retention in the ACT, given national workforce shortages in a strong private billing general practice environment?

## **Answer**

As above. CHN remains committed to working closely with providers, clinicians, communities and government towards capacity building and delivery of our strategic goals.

#### 14.Question

Are there any minimum staffing requirements (e.g., number of full-time equivalent GPs, nurses, allied health, admin staff) for each clinic?

#### Answer

It is anticipated that the practice will attract, relocate, and upskill approximately 10 GPs per general practice. Staffing profile may differ based on the proposed model of care.

#### 15.Question

Will workforce planning and recruitment need to prioritise local workforce, or are interstate/international candidates acceptable?

#### Answer

Funding is to be used towards recruiting and retaining new workforce to the ACT. Interstate/international candidates are acceptable.

---

The following questions were asked during the EOI process. As this is a two-stage procurement activity commencing with an EOI, the below questions will be addressed at Stage 2.

#### Data & Reporting

- What specific service data sets and reporting frameworks are required by CHN (e.g., frequency, format, IT systems)?
- Will there be support to implement patient-reported outcome and experience measures, or will practices be expected to build systems independently?
- Is there provision in the funding for the administrative time/support that will be needed to achieve the initiative overall?

#### Governance & Compliance

- Will the Department or CHN require participation in governance or steering committees related to the new clinics?
- What compliance or auditing processes will be in place for the duration of the contract?

#### Long-Term Sustainability

- What measures will CHN or the Department use to assess success and ongoing viability beyond the initial funding period?
- Is there scope for practices to expand services (e.g., outreach clinics, telehealth, aged care support) under this model, or is the focus strictly on core GP services?
- Does The Department or The CHN have an overall understanding specifically on how a bulkbilling GP workforce will be recruited and retained long term in the ACT?

Stage 2: Request for Proposal (RFP) due to be released mid-October will contain further information for eligible providers selected from the EOI process to submit a more detailed response focusing on Model of care, Clinical governance , policies and procedures, Workforce model, recruitment, retention, Funding model and sustainability, Budget & Reporting.

A tender briefing will also be held during the RFP period together with a Q&A opportunity.